

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin  
Application No.: 09/345,903 Group: 2174  
Filed: July 1, 1999 Examiner: Tran, Mylinh T.  
Confirmation No.: 1807  
For: Method and Apparatus for Software Technical Support and Training



**CERTIFICATE OF MAILING OR TRANSMISSION**

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Commissioner for Patents  
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Sir:

The undersigned attorney petitions the Commissioner for Patents to extend the time for filing a Notice of Appeal in reply to the Office Action made Final dated April 7, 2004 for one month, from July 7, 2004 to August 7, 2004 under 37 C.F.R. § 1.136(a). /

In lieu of filing a Notice of Appeal, Applicants' Attorney is filing a Request for Continued Examination concurrently herewith.

	<u>Small Entity</u>	Other than	<u>Small Entity</u>
1 month -	\$ 55	X	\$ 110
2 months -	\$ 210	X	\$ 420
3 months -	\$ 475	X	\$ 950
4 months -	\$ 740	X	\$1,480
5 months -	\$1,005	X	\$2,010

A check is enclosed in the amount of the extension fee indicated above, or the extension fee has been included in the check with the accompanying Reply.  
 Please charge Deposit Account No. 08-0380 in the amount of \$110 to cover the cost of the extension fee.

Any deficiency or overpayment should be charged or credited to Deposit Account No. 08-0380. A copy of this letter is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

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Dated: 8/9/04